

Language Access **Know Your Rights**

Are you not able to speak, read, write or understand English well?

You have the right to be informed of, participate in and benefit from services, programs and activities offered by the State and by organizations that receive money from the State, even if you cannot speak, read, write or understand English well. Under the Language Access Law, when people who have trouble with English use State services, programs and activities, the State and organizations that receive money from the State must help them by providing free language access services, such as interpretation or translation.

If you seek a service from the State or state-funded organizations and you have a limited proficiency to speak, read, write or understand English, you have the right to:



Request & receive interpreter services in your language at no cost to you.

Hawaii state agencies and state-funded organizations will provide a qualified interpreter to assist you in person or will provide a professional interpreter to assist you by telephone, if reasonable.



Request & receive vital documents translated into your language at no cost to you.

Hawaii state agencies and state-funded organizations will provide various translated material, such as applications, notices, complaint forms and outreach materials available in the non-English languages spoken by the populations they largely serve, if reasonable.



Make a complaint if you do not receive language assistance.

If you are not able to receive access to a state service, program or activity in your language from a state agency or state-funded organization, the agency or organization may not be in compliance with Hawai'i's Language Access Law. Please contact the **Office of Language Access** at (808) 586-8730 to make a report. Remember, you have a right to receive access to services in your language, if reasonable.